THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI K. NATWAR SINGH): (a) Yes, Sir.

(b) No, Sir.

Setting up of technology information forecasting and assembly council

1610. SHRI RAJNI RANJAN SAHU: Will the PRIME MINISTER be pleased to state:

(a) whether Government propose to set up Technology Information Forecasting and Assembly Council; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF SCIENCE AND TECHNOLOGY AND THE MINISTER OF STATE IN THE DEPARTMENTS OF OCEAN DEVELOPMENT, ATOMIC ENERGY, ELECTRONICS AND SPACE (SHRI K. R. NARAYANAN): (a) and (b) A Technology Information, Forecasting and Assessment Council (TIFAC) is being set up as an autonomous body under the Department of Science and Technology. The Council consists of 21 members drawn from concerned Central Government Ministries/Departments, scientific agencies and non-official members representing academic institutions, industry and other related interests.

The TIFAC will promote technology forecasting and assessment activities in cross-sectoral areas, high volume products and services. New materials, Micro-electronics, New Energy Sources and Biotechnology are among the cross-sectoral areas TIFAC studies would be concerned with.

Public grievances cells

1611. SHRI CHIMANBHAI MEHTA:
SHRI RAMSINGBHAI PATALIYABHAI RATHVAKOLI:

Will the PRIME MINISTER be pleased to state:

(a) the total number of cases of public grievances attended to by various ministries of the Union Government and the number of cases disposed of during the last year; and

(b) whether it is a fact that active cells of public grievances are likely to reduce the litigations and save time and money both on the part of Government as well as of the public; if so, what action is proposed to be taken to make the public grievance cell more active with the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) As per the information received from various Ministries during the period April, 1987 to December, 1987 a total number of 1,51,692 grievances had been received by them and 1,28,065 disposed off.

(b) Yes Sir, action has been taken for strengthening the machinery for redressal of the public grievances with the objective of increasing citizen satisfaction. In this regard a statement is enclosed.

Statement

Arrangements for redress of public grievances have been made generally in all Ministries/Departments. However, to further strengthen the existing system, it has been decided to take the following steps:

(i) A Directorate of Public Grievances will be set up under the Cabinet Secretariat w.e.f. 1-4-1988. To begin with, the Directorate's ambit will cover the Ministries/Departments of Railways, Posts and Telecommunications, and the Banking Division of the Department of Economic Affairs. Further expansion to cover other Ministries and Public Sector Undertakings will be decided in the light of experience gained. Subject to certain exceptions, the Directorate will take up the complaints selectively afer satisfying itself about the *bona fides* of the complainant and keeping in view the gravity of the subject matter of the grievance. The Directorate will be given authority to call

for the examine the relevant file of the Ministry/Department concerned to see whether a grievance had been dealt with in a fair, objective and just manner and whether a 'speaking' decision had been communicated to the complainant within a reasonable period of time. Where the Directorate is satisfied that a grievance has not been dealt with fairly, properly and justly, it may make a suitable recommendation on the case and send it for the consideration of the concerned Minister/Secretary.

(ii) The officer designated as the Director of Grievances in each Ministry/Department/Public Sector Undertaking/Autonomous body will have the responsibility and power to call for papers/files from other Divisions/Wings and dispose of a grievance which has been pending for more than three months, after obtaining the approval of the Secretary/Head of the Department/Head of the Organisation of the Ministry/Department/Public Sector Undertaking/Autonomous Body concerned.

(iii) Wednesday will be designated as a 'Meetingless day' in the Central Secretariat and three hours on that day will be set apart for grievance redressal when all officers of the level of Deputy Secretary and above would remain available for receiving and hearing public grievances. Similar instructions will also apply for the field offices of Ministries Departments though some flexibility will be given to them in notifying the meetingless day depending upon local requirements.

Dissatisfaction among servicemen

1612. SHRI CHITTA BASU: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that continued stagnation and lack of promotion avenues in the Central Services barring the I.A.S. have led to widespread dissatisfaction among the servicemen;

(b) if so, whether a package programme for the liquidation of stagnation was worked out in July, 1987; and

(c) if so, the steps taken to implement them?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM). (a) to (c) It is incorrect that there is a continued stagnation and lack of promotion avenues in the Cetral Services. The system of cadre reviews in Group 'A' Central Services which has been made more regular takes into consideration the need for creating higher posts after assessing the job requirements.

In July 1987 the Government had announced the creation of non-functional Selection Grade posts at 15 per cent senior duty posts which has substantially added to the promotion opportunities in Group 'A' Services. The criteria for promotion to the Selection Grade and the basis for computing the number of Selection Grade posts have been made uniform in All India and Group 'A' Central Services. Over 2200 additional posts in the Selection Grade are likely to be available to the Group 'A' Central Services effective from 1-1-1986. The various cadre controlling authorities have either sanctioned or are in the process of sanctioning such posts in their respective cadres.

Production of indigenous bio-chemicals for research in Biotechnology

1613. SHRI SURESH PACHOURI: Will the PRIME MINISTER be pleased to state:

(a) whether efforts are being made for indigenous production of enzymes like restriction endonucleases, polymerases, ligases and Kinases vectors, custom-made